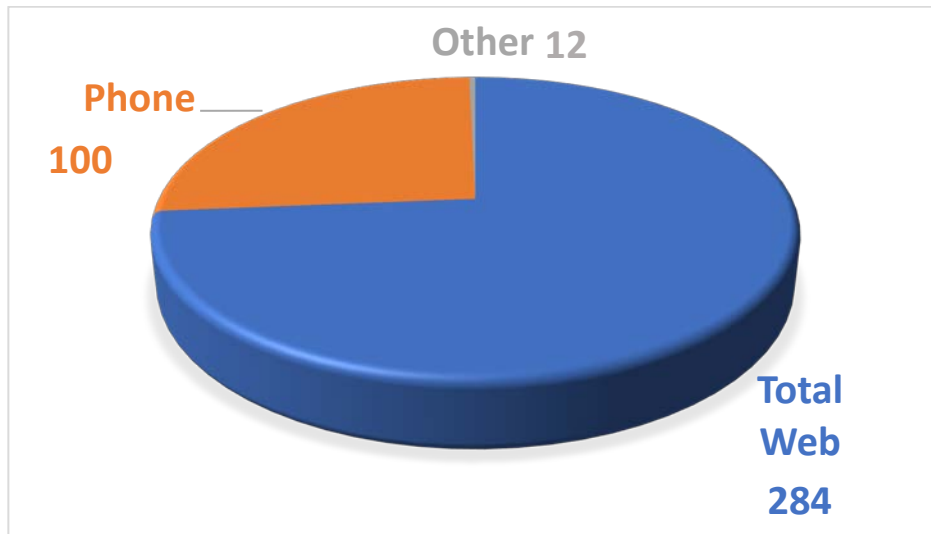




Impact Report
April 2017 – March
2018

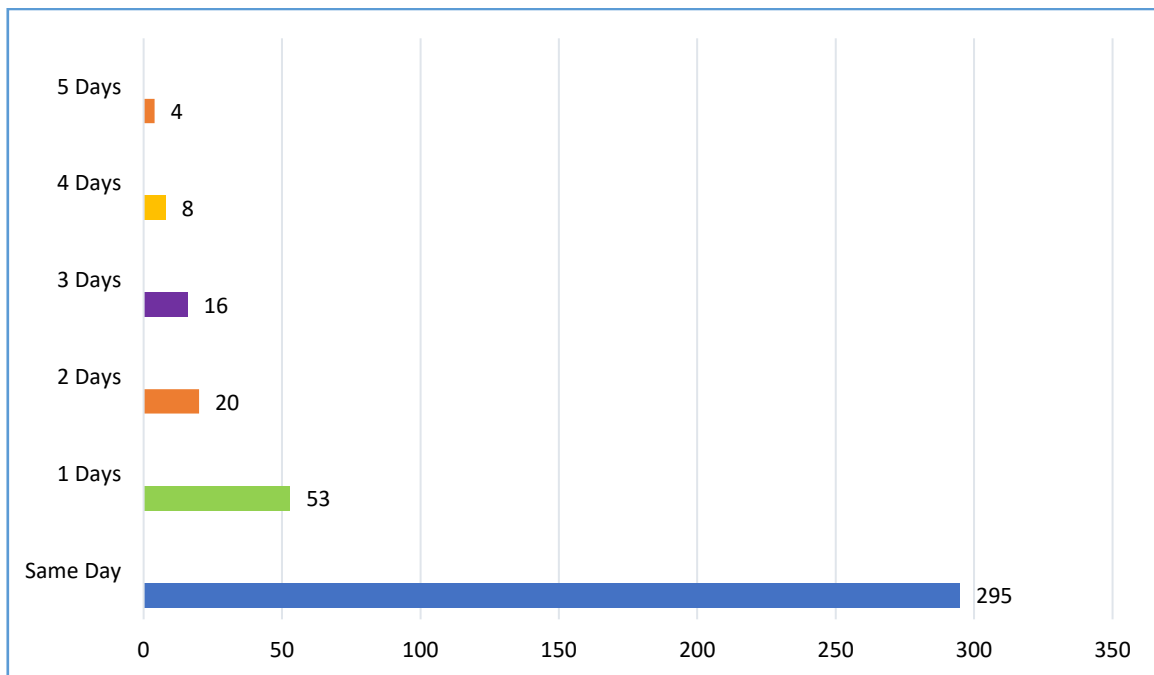
Number and source of enquiries



Total Enquiries for 2017 – 2018

396

Response time to enquiries

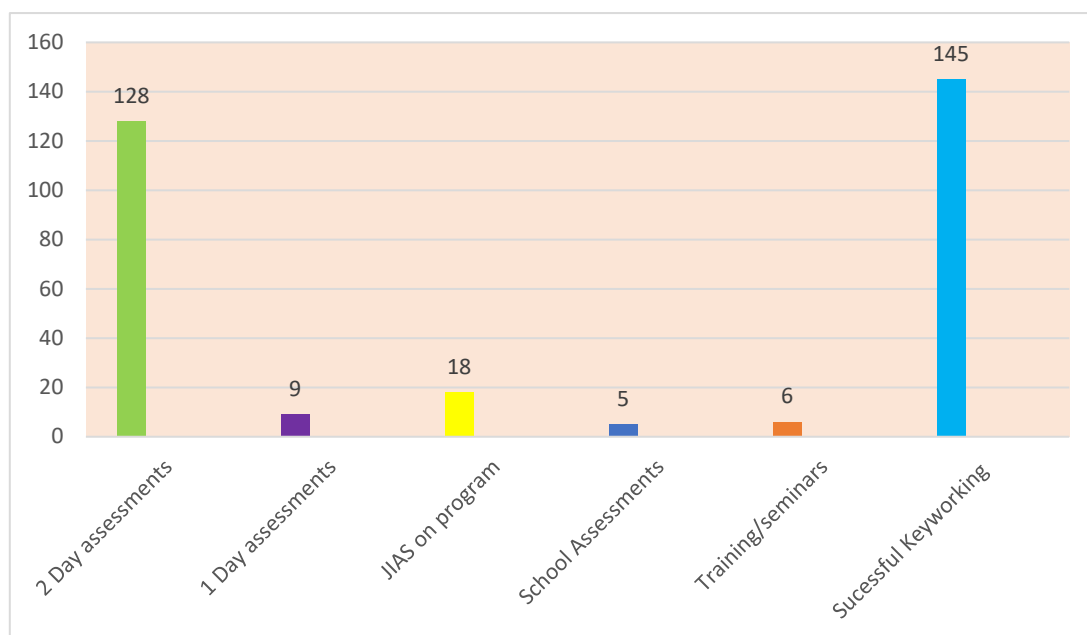


79% Same Day Response Rate

3 Most reported concerns reported by parents at enquiry stage

Social	146
Behaviour	139
Sensory	135

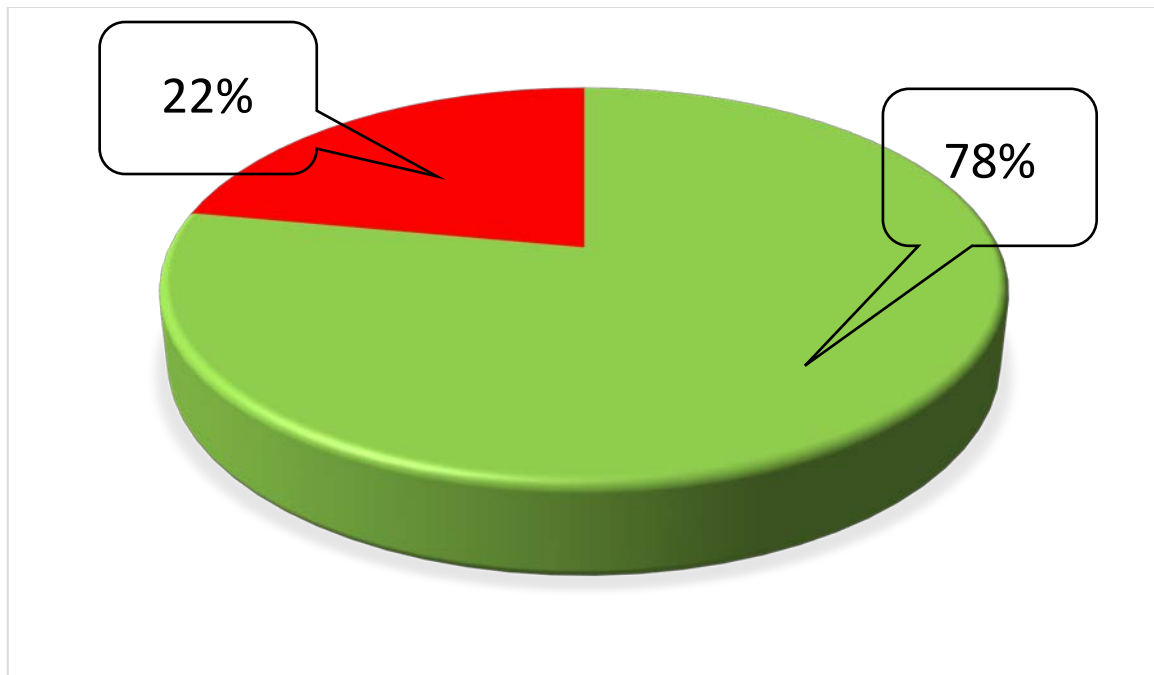
Services provided by bibic in the last year



Conversion rate of enquiries to telephone interview

Bibic response rate 100%
Enquiries that converted to telephone interview 64%
36% of families where uncontactable on 3 occasions

Conversion rate from telephone interview to assessment



Regions of families who visited bibic

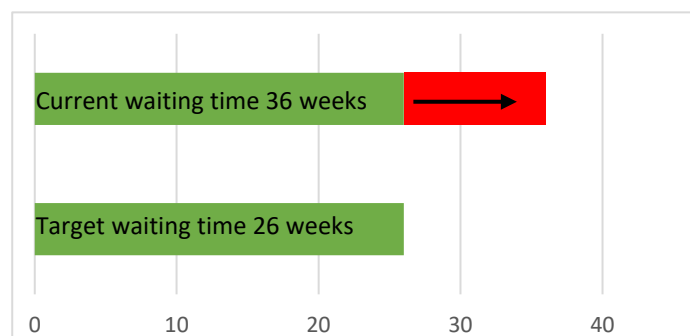
South West	138
South East	6
London	6
East Midlands	4
Yorkshire & The Humber	2
Overseas	1

Johansen Individualised Auditory Stimulation (JIAS)

This is a therapy programme that works on auditory processing; difficulties in this area can impact on listening skills, academic skills, self-organisation, communication and behaviour. We ask parents a series of question about their child before, and then after the programme. The information we produce here is the average change to date, of the information we have collected.

Overall change from data received post JIAS	+47.6%
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**Current waiting time from enquiry to assessment between April 2017 & March 2018
(at point of collation)**



Parent Carer and Child Feedback

“How satisfied have you been with your visit.”

1 = Not at all 5 = Very

Child Questions	Initial Assessment	Re-Assessment
Our Building	4.5 Sample size of 96	4.7 Sample size of 22
The people you met	4.9 Sample size of 96	4.7 Sample size of 22
The things you did	4.6 Sample size of 96	4.7 Sample size of 22
The exercises we tried	4.5 Sample size of 95	4.5 Sample size 21
Parent Questions		
Parent Questions	Initial Assessment	Re-Assessment
Pre-Assessment correspondence received	4.8 Sample size of 99	4.8 Sample size of 23
Telephone interview	4.9 Sample size of 99	
Explanation of services offered	4.8 Sample size of 99	
Assessment process	4.9 Sample size of 99	4.9 Sample size of 24
Programme devised for your child	4.9 Sample size of 99	5.0 Sample size of 24
Facilities	4.9 Sample size of 99	4.8 Sample size of 24
Length/Frequency of breaks between sessions (percentage demotes how many 'OK' answers)	92% reported 'OK' Sample size of 98	92% reported 'OK' Sample size of 24
Value for money (percentage demotes how many 'Good' answers)	93% reported 'Good' Sample size of 99	92% reported 'Good' Sample size of 24
Did you feel properly involved in setting your goals (percentage denotes how many 'Yes' answers)	100% reported 'Yes' Sample size of 99	60% reported 'yes' Sample size of 24
Did we address the 3 main concerns you reported (percentage denotes how many 'Yes' answers)	98% reported 'yes' Sample size of 99	100% reported 'yes' Sample size of 24